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Troubleshooting	**TTS Actions**	Creating ticket	
		Updating ticket	
		Ticket status	
		Pools function	
	System Handling	Port time out/access denied	
		Matrix issues	
		Duplicated matrix	
		configured speed	
		No data in matrix	
		Nas port id	
		Suspend account	
		No password in ccp	
		No profile on BH	
		Special Order Status	
	3rd level updates	NOC Updates	Congested/ within ratio SLA
		IU Updates	
	Outage	Unplanned Outage	
		Planned outages	
		Tools Outage	
	Type of visits	Installation Visit	
		Technical Visit	
		Maintenance Visit	
	How to Verify the Right Data on Matrix		
Contact Us	Contact us		
	IVR		
	Complain cycle		
Information	**All cases**	Logical or Physical instability	Note from the customer
		Logical Cases	
		Physical Cases	
	SLA	Logical SLA	
		Physical SLA	
		Ticket assigned to	
		Delayed Ticket	
	Type of Customers	Under TEData Direct	
		Under Reseller	
		VIP	
		Corporate deal	
		Corporate one invoice	
		Local Loop	
		Retaj Cabins	
		Resellers	
		Enterprise & Leased line	
	Physical Verification	EMF	
		Fixed by TE	
		Main Wire	Connection types
		Splitter	
		Types of Splitter	
		Welding	

		RJ 11 Shapes	
		RJ 11 Joint (مشترك) (Nameless)	
		Rosetta Types	
		PBX	
		البواط التجميعى	